Sub	Substitute for form 1449A/PTO		Complete if Known		
				Application Number	10/813,509
			LOSURE	Filing Date	03-29-2004
S	TATEME	NT BY AP	PLICANT	First Named Inventor	Mullen
				Art Unit	2614
				Examiner Name	NGUYEN, KHAI N
Sheet	1	of	8	Attorney Docket Number	4366-161

			U.S. PATENT DO		
Examiner Initials*	Cite No.1	Document Number Number-kind Code 2 (M known)	Publication Date MM-DD-YYYY	Name of Patentee of Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	1	4,163,124	07/31/79	Jolissaint	
	2	4,567,323	01/28/86	Lottes et al	
	3	4,737,983	04/12/93	Frauenthal et al.	
	4	4,797,911	01/10/89	Szlam et al.	
	5	4,894,857	01/16/90	Szlam et al.	
	6	5,001,710	03/19/91	Gawrys et al.	
	7	5,097,528	03/17/92	Gursahaney et al.	
	8	5,101,425	03/31/92	Darland	
	9	5,155,761	10/13/92	Hammond	
	10	5,164,983	11/17/92	Brown et al.	
	11	5,206,903	04/27/93	Kohler et al	
	12	5,210,789	05/11/93	Jeffus et al.	
	13	5,274,700	12/28/93	Gechter et al.	
	14	5,278,898	01/11/94	Cambray et al.	
	15	5,291,550	03/01/94	Levy et al	
	16	5,299,260	03/29/94	Shaio	
	17	5,309,513	05/03/94	Rose	
	18	5,335,268	08/02/94	Kelly Jr. et al.	
	19	5,335,269	08/02/94	Steinlicht	
	20	5,390,243	02/14/95	Casselman et al.	
	21	5,436,965	07/25/95	Grossman et al.	
	22	5,444,774	08/06/96	Friedes	
	23	5,469,503	11/21/95	Butensky et al.	
	24	5,469,504	11/21/89	Blaha	
	25	5,473,773	12/05/95	Aman et al.	
	26	5,479,497	12/26/95	Kovarik	
	27	5,500,795	03/19/96	Powers et al.	
	28	5,504,894	04/02/96	Ferguson et al.	
	29	5,506,898	04/09/96	Constantini et al	
	30	5,530,744	06/25/96	Charalambous et al.	
	31	5,537,470	07/16/96	Lee	
	32	5,537,542	07/19/96	Eilert et al.	
			08/06/96	Baker et al.	
	34	5,546,452	08/13/96	Andrews et al.	

Examiner	Date	
Signature	Considered	

Su	bstitute	for form 14	49A/PTO		Compl	ete if Known
					Application Number	10/813,509
II.	1FO	RMAT	ION DISC	CLOSURE	Filing Date	03-29-2004
S	TAT	<b>EMEN</b>	T BY AP	PLICANT	First Named Inventor	Mullen
					Art Unit	2614
					Examiner Name	NGUYEN, KHAI N
Sheet		2	of	8	Attorney Docket Number	4366-161
	0.5	5 500 O		04/07/07	C et el	
		5,592,37		01/07/97	Cameron et al Honda et al.	_
		5,592,54				
		5,594,72		01/14/97	Thompson et al	
		5,606,36		02/25/97	Davidsohn et al Durflinger et al.	
		5,611,07		03/11/97	Williams et al.	
		5,627,88				
-		5,642,51		06/24/97 11/04/97	Jones et al. Flockhart et al	
$\rightarrow$		5,684,87		11/04/97	Flockhart et al	
				11/04/97	Powers et al.	
		5,684,96		11/18/97	Jones et al.	
		5,689,69		12/30/97	Otto	
-		5,703,94		01/27/98	Durflinger et al.	
-		5,713,01		03/03/98	Davidsohn et al	
$\rightarrow$		5,724,08		03/03/98	Flockhart et al	
		5,742,67		04/21/98	Kilander et al.	<del></del>
		5,742,67		05/05/98	Notenboom et al.	
-		5,749,07		05/05/98	Yong et al.	
+		5,751,70		05/12/98	Voit et al	
		5,752,02		05/12/98	Familiar	
		5,754,63		05/19/98	Flockhart et al.	
$\rightarrow$		5,754,77		05/19/98	Hales et al	
-+		5,754,77		05/19/98	Carino Jr.	
$\rightarrow$		5,757,90		05/26/98	Anderson	
$\dashv$		5,790,67		08/04/98	Fox et al	
$\overline{}$		5,794,25		08/11/98	Carino Jr. et al.	
$\rightarrow$		5.796.39		08/18/98	MacNaughton et al.	
$\rightarrow$		5,802,28		09/01/98	Hales et al	
$\dashv$		5.818.90		10/06/98	Maloney et al	
$\dashv$		5.825.86		10/20/98	Brooks et al.	
$\neg$		5,828,74		10/27/98	Fisher et al	
$\neg$		5,838,96		11/17/98	Culbert	
$\rightarrow$		5,839,11		11/17/98	Cameron et al	
		5,875,43		02/23/99	Atkins	
		5,880,72		03/09/99	Iwafune et al	
		5,881,23		03/09/99	Aman et al.	
		5,884,03		03/16/99	Bateman et al	
		5.889.95		03/30/99	Hauser et al.	

	Examiner Signature	Date Considered	
--	-----------------------	--------------------	--

Su	bstitute	for form 14	149A/PTO		Comp	lete if Known
,.			ION DIGG:	001105	Application Number	10/813,509
			ION DISCI		Filing Date	03-29-2004
S	TAT	EMEN	IT BY APP	LICANT	First Named Inventor	Mullen
					Art Unit	2614
					Examiner Name	NGUYEN, KHAI N
Sheet		3	of	8	Attorney Docket Number	4366-161
211661		,	OI _	•	, money booker runiber	.500-101
	72	5,897,62	22	04/27/99	Blinn et al	
		5,097,62		05/11/99	Berkowitz et al	
		5,905,67		05/18/99	Flockhart et al	
		5,905,78		06/22/99	Miloslavsky	
_		5,915,0		07/20/99	Dervugin et al.	
		5,920,53		07/27/99	Carino Jr. et al.	
		5,930,76		08/10/99	Hurd et al.	
		5,937,05		08/10/99	Pandilt	
	81			08/17/99	Gisby et al.	
		5,940,48		08/24/99	Gisby et al.	
		5,948,06		09/07/99	Eilert et al.	
		5,960,07		09/28/99	Kikinis et al.	
		5,963,63		10/05/99	Szlam et al.	
		5,963,91		10/05/99	Walker et al	
		5,963,9		10/19/99	Brady	
		5,974,13		10/26/99	Breneman et al.	
		5,974,13		10/26/99	Aman et al.	
		5,982,87		11/09/99	Flockhart et al	_
		5,987,11		11/16/99	McNeil et al.	
-		5.991.39		11/23/99	Miloslavsky	
		5,996,01		11/30/99	Delp et al.	
		5,999,96		12/07/99	Bruno et al.	
$\rightarrow$		6,000,83		12/14/99	Franklin et al	
-		6,011,84		01/04/00	Uppaluru et al.	
		6.038.29		03/14/00	Monerney et al.	
		6,044,14		03/28/00	Becker et al.	
		6,044,20		03/28/00	Reed et al	
		6.044.35		03/28/00	Crockett et al.	
	101	6.049.54		04/11/00	Fisher et al	
		6.052.72		04/18/00	Ginn	***************************************
		6.055.30		04/25/00	Miloslavsky et al.	
-		6,064,73		05/16/00	Ginsberg	
		6,064,73		05/16/00	Flockhart et al	
-		6.084.95		07/04/00	Harless	
-		6,088,44		07/11/00	Flockhart et al	
		6,115,46		09/05/00	Servi et al.	
-		6,151,57		11/21/00	Pertrushin	
		6,154,76		11/28/00	Cherkasova et al.	

Examiner Signature	Date Considered	

S	ubstitute for for	m 1449A/PTO		Comp	lete if Known
_				Application Number	10/813,509
		ATION DISC		Filing Date	03-29-2004
S	TATEM	ENT BY APF	PLICANT	First Named Inventor	Mullen
				Art Unit	2614
				Examiner Name	NGUYEN, KHAI N
Sheet	4	l of l	8	Attorney Docket Number	4366-161
SHEEL		UI UI		Attorney Docket Number	1300-101
	111 6.16	2 607	12/19/00	Bogart et al	
	112 6.17		01/09/01	Bogart et al	
	113 6.17		01/16/01	Miloslavsky et al.	
	114 6.17		01/23/01	Elnozahy	
	115 6.18		02/06/01	Miloslavsky	
	116 6.19		02/20/01	Flockhart et al	
	117 6.21		04/10/01	McCalmont	
	118 6.22		05/01/01	Donaghue Jr.	
	119 6,22		05/08/01	Darland et al.	
	120 6.23		05/08/01	Yocom et al.	
	121 6,23		05/15/01	Dezonmo	
	122 6,24		05/29/01	Eastwick	
	123 6.25		07/10/01	Tackett et al	
	124 6,26		07/17/01	Fong et al.	
	125 6.27		08/07/01	Mullen	
	126 6.27		08/14/01	Pertrushin	
	127 6.27		08/14/01	Hag et al	
	128 6.27		08/14/01	Erlin	
	129 6,27		08/21/01	Morley	
	130 6,29		09/18/01	Burritt	
	131 6.29		09/25/01	Flockhart et al	
	132 6.35		03/05/02	Pertrushin	
	133 6.35		03/12/02	Foster et al.	
	134 6,36		04/02/02	Borst et al	
	135 6,38	9,028	05/14/02	Bondarenko et al	
	136 6,38	9,132	05/14/02	Price	
	137 6,38	9,400	05/14/02	Bushey et al	
	138 6,42	4,709	07/23/02	Doyle et al.	
	139 6,420	3,950	07/30/02	Mistry	
	140 6,42	7,137	07/30/02	Pertrushin	
	141 6,43	0,282	08/06/02	Bannister et al	
	142 6,43	4,230	08/13/02	Gabriel	
	143 6,449	9,356	09/10/02	Dezonno	
	144 6,449	9,358	09/10/02	Anisimov et al	
	145 6,449		09/10/02	Sikora et al	
	146 6,453		09/17/02	McFarlane et al	
	147 6,463		10/08/02	Brady	
	148 6,463	3.346	10/08/02	Flockhart et al	1

Examiner Signature	Date Considered	

Su	bstitute	for form 1	I449A/PTO		Comp	lete if Known
					Application Number	10/813,509
				CLOSURE	Filing Date	03-29-2004
S	TAT	EME	NT BY AP	PLICANT	First Named Inventor	Mullen
					Art Unit	2614
					Examiner Name	NGUYEN, KHAI N
Chest			of	8	Attorney Docket Number	4366-161
Sheet		5	UI	<u>°</u>	Pattorney Docket Number	1300-101
		0.400		1 40/00/22	In the	
		6,463,4		10/08/02	St. John	
		6,480,8		11/12/02	Pertrushin	
		6,490,3		12/03/02	McDuff et al.	
		6,535,6		03/18/03	Fisher et al	
		6,535,6		03/18/03	Flockhart et al	
		6,560,3		05/06/03	Gabriel	
	155	6,560,6	49	05/06/03	Mullen et al.	
	156	6,560,7	07	05/06/03	Curtis et al	
	157	6,563,9	20	05/13/03	Flockhart et al	
	158	6.597.6	85	07/22/03	Miloslavsky et al	
	159	6,614,9	103	09/02/03	Flockhart et al	
	160	6,650,7	48	11/18/03	Edwards et al	
		6.697.4		02/24/04	Petrushin	
		6.704.4		03/09/04	Dilip et al	
		6.707.9		03/16/04	Burok et al	
		6.754.3		06/22/04	Flockhart et al	
		6.766.0		07/20/04	Flockhart et al	
		6,766,0		07/20/04	Flockhart et al	
$\overline{}$		6.947.5		09/20/05	Alvarado et al	
		7.035.9		04/25/06	Flockhart et al	
			194002	12/19/02	Pertrushin	
-			174830	09/18/03	Boyer et al	
-+			177017	09/18/03	Boyer et al	
$\rightarrow$		2004/0		10/14/04	Thomson	

		FOR	EIGN PATEN	T DOCUMENTS			
Examiner Initials*	Cite No.1	Foreign Patent Document  Country Code <sup>3</sup> ; Number <sup>4</sup> ; Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patente Applicant of Cited Do		Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
	173	CA 2143198		ERICSSON TELE AB L M	FON		
	174	CA 2174762	03/07/96	MOTOROLA INC			
	175	EP 0501189	09/02/92	IBM			
Examiner Signature					Date Consider	ed l	

Su	bstitute	for form	1449A/PTO		Comple	ete if Known	
					Application Number	10/813,509	
				CLOSURE	Filing Date	03-29-2004	
S	TAT	EME	NT BY AP	PLICANT	First Named Inventor	Mullen	
					Art Unit	2614	
					Examiner Name	NGUYEN, KHAI N	
Sheet		6	of	8	Attorney Docket Number	4366-161	
	176	EP 074	10450	10/30/96	IBM		T
	177	EP 077	2335	05/07/97	LUCENT		+
					TECHNOLOGIES INC		
	178	EP 082	9996	03/18/98	AT & T CORP		
	179	EP 085	55826	07/29/98	LUCENT TECHNOLOGIES INC		T
	180	EP 086	3651	09/09/98	LUCENT TECHNOLOGIES INC		T
	181	EP 086	6407	09/23/98	AT & T CORP		T
	182	EP 109	1307	04/11/01	LUCENT TECHNOLOGIES INC		T
	183	EP 115	0236	10/31/01	AVAYA TECHNOLOGY CORP		Ī
	184	EP 899	673	03/03/99	AT & T CORP		
	185	EP 998	108	05/03/00	LUCENT TECHNOLOGIES INC		T
	186	GB 227	73418	06/15/94	ROCKWELL INTERNATIONAL CORP		Ī

Evaminer	Date	
Cignoture	Considered	
Signature	Considered	

03/07/96

08/07/97

12/13/95 SIEMENS ROLM COMM INC

> GENESYS TELECOMM LAB INC

12/10/98 ERICSSON TELEFON AB L M

MOTOROLA INC

187 GB 2290192

188 WO 96/07141

189 WO 97/28635

190WO 98/56207

Subs	Substitute for form 1449A/PTO			Complete if Known		
				Application Number	10/813,509	
			CLOSURE	Filing Date	03-29-2004	
STATEMENT BY APPLICANT			PLICANT	First Named Inventor	Mullen	
				Art Unit	2614	
				Examiner Name	NGUYEN, KHAI N	
Sheet	7	of	8	Attorney Docket Number	4366-161	

	OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)				
Examiner Initials*	Cite No.1				
	191	Ahmed, Sarah, "A Scalable Byzantine Fault Tolerant Secure Domain Name System," thesis submitted to Massachusetts Institute of Technology, Department of Electrical Engineering and Computer Science, January 22, 2001, 101 pages			
	192 Avaya, Inc. Business Advocate Options, at http://www.avaya.com, downloaded or Avaya, Inc. 2003				
		Avaya, Inc. Business Advocate Product Summary, at http://www.avaya.com, downloaded on 2/15/03, Avaya, Inc. 2003, 3 pages			
		Avaya, Inc. CentreVu Advocate, Release 9, User Guide, December 2000			
		Avaya, Inc., "Better Implementation of IP in Large Networks," Avaya, Inc. 2002, 14 pages			
	196	Avaya, Inc., "The Advantages of Load Balancing in the Multi-Call Center Enterprise," Avaya, Inc., 2002, 14 pages			
	197	Avaya, Inc., "Voice Over IP Via Virtual Private Networks: An Overview," Avaya, Inc., February 2001, 9 pages			
	198	Bellsouth Corp., "Frequently Asked Questions - What is a registrar?," available at https://registration.bellsouth.net/NASApp/DNSWebUI/FAQ.jsp, downloaded March 31, 2003, 4 pages			
	199	Chavez, David, et al., "Avaya MultiVantage Software: Adapting Proven Call Processing for the Transition to Converged IP Networks," Avaya, Inc., August 2002			
	200	Coles, Scott, "A Guide for Ensuring Service Quality In IP Voice Networks," Avaya, Inc., 2002, pp 1-17			
201 Dawson, "NPRI's Powerguide, Software Overview" Call Center Magazine (Ju		Dawson, "NPRI's Powerguide, Software Overview" Call Center Magazine (Jun. 1993), p. 85.			
	202	Doo-Hyun Kim et al. "Collaborative Multimedia Middleware Architecture and Advanced Internet Call Center, Proceedings at the International Conference on Information Networking (Jan. 31, 2001), pp. 246-50.			
	203	E. Noth et al., "Research Issues for the Next Generation Spoken": University of Erlangen- Nuremberg, Bavarian Research Centre for Knowledge-Based Systems, at http://www5.informatik.uni-erlangen.de/literature/psdir/1999/Noeth99:RIF.ps.gz, printed 2/10/03; 8 pages			
	204	Foster, Robin, et al., "Avaya Business Advocate and its Relationship to Multi-Site Load Balancing Applications," Avaya, Inc., March 2002, 14 pages			
	205 GEOTEL Communications Corporation Web site printout entitled "Intelligent CallRoute Optimizing the Interaction Between Customers and Answering Resources.", 1998, 6 p				
	206 John H. L. Hansen and Levent M. Arsian, Foreign Accent Classification Using Source Generator Based Prosodic Features, IEEE Proc. ICASSP, Vol. 1, pp. 836-839, Detroi (May 1995)				

Examiner Signature	Date Considered	

Substitute for form 1449A/PTO				Complete if Known		
INFORMATION DISCLOSURE				Application Number	10/813,509	
				Filing Date	03-29-2004	
STATEMENT BY APPLICANT			PLICANT	First Named Inventor	Mullen	
				Art Unit	2614	
				Examiner Name	NGUYEN, KHAI N	
Sheet	8	of	8	Attorney Docket Number	4366-161	

207	L.F. Lamel and J.L. Gauvain, Language Identification Using Phone-Based Acoustic Likelihood, ICASSP-94, date unknown; 4 pages.		
208			
	English, Robust Speech Processing Laboratory, Duke University Department of Electrical		
	Engineering, Durham, NC, Technical Report RSPL-96-7, revised 1/29/96. Pp1-16		
209			
	Electrical Computer Engineering, Duke University, Thesis, pages 1-200 (1996).		
210	MIT Project Oxygen, Pervasive, Human-Centered Computing (MIT Laboratory for Computer		
	Science) (June 2000) pgs 1-15		
211	Presentation by Victor Zue, The MIT Oxygen Project, MIT Laboratory for Computer Science		
	(April 25-26,2000) 9 pages		
212			
	http://netman.cit.buffalo.edu/Doc/DStevenson/NR-NMSE.html; printed 3/31/03; 16 pages		
213	"Applications, NPRI's Predictive Dialing Package," Computer Technology (Fall 1993), p. 86.		
214	"Call Center Software You Can't Outgrow," Telemarketing® (Jul. 1993), p. 105.		
215	"Domain Name Services," available at http://www.pism.com/chapt09/chapt09.html,		
	downloaded March 31, 2003, 21 pages		
216	"eGain's Commerce 2000 Platform Sets New Standard for eCommerce Customer		
	Communications," Business Wire (Nov. 15, 1999)., 3 pages		
217	"Internet Protocol Addressing," available at http://samspade.org/d/ipdns.html, downloaded		
	March 31, 2003, 9 pages		
218	"Product Features," Guide to Call Center Automation, Brock Control Systems, Inc., Activity		
	Managers Series™, Section 5 - Company B120, p. 59, 1992.		
219	"Product Features," Guide to Call Center Automation, CRC Information Systems, Inc., Tel-		
	ATHENA, Section 5 - Company C520, p. 95, 1992.		
220	"VAST™, Voicelink Application Software for Teleservicing®," System Manager User's Guide,		
	Digital Systems (1994), pp. ii, vii-ix, 1-2, 2-41 through 2-77.		
221	"When Talk Isn't Cheap," Sm@rt Reseller, v. 3, n. 13 (Apr. 3, 2000), p. 50.		

Examiner	Date	
Signature	Considered	